



City of Detroit

OFFICE OF THE AUDITOR GENERAL

Review of the Legislative Web Site Project


January 2003



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MEMORANDUM

DATE: January 27, 2003
TO: Honorable City Council
Detroit, Michigan
FROM: Joseph L. Harris
Auditor General 
RE: Review of the Legislative Web Site Project

Attached is our Review of the Legislative Web Site Project as requested. This report contains an executive summary, purpose, objectives and scope, background, and findings and recommendations.

We appreciate the cooperation of the staff members of the City Council and its agencies as well as the staff members of the Information Technology Services Department.

**Review of the Legislative Web Site Project
January 2003**

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EXECUTIVE SUMMARY

Purpose

This report was prepared in response to a request by City Council to audit the contract for the development of the legislative web site. The objective of the Office of the Auditor General (OAG) was to determine the vendor's (Advance System Resources) compliance with the agreed upon scope of services and the process by which the services and disbursements were authorized. A further objective was to determine whether the contracted services were received and whether the value of those services was commensurate with the costs incurred.

Findings

1. Competitive bids were not solicited when the legislative web site became an independent project.
2. ITS circumvented the City's purchasing policy.
3. The subcontractor for the project was not clearly identified by the contractor.
4. There is no written agreement detailing the payment of a five percent override fee to the contractor for work performed by the subcontractor on the web site project.
5. ITS never required the contractor to perform oversight of the subcontractor as established in the contract between the parties.
6. Project management and controls were never established for the project.
7. The project scope expanded significantly since its inception, with no change in the written agreement between the City and the vendors.
8. The cost of the project escalated from \$126,000 to \$1,624,246 resulting in significant overpayment for the product received.

Recommendations

1. We recommend that City Council use the RFP process to solicit bids for professional services. The RFP should include a detailed description of the services being sought, with bidders required to submit their proposals in equal detail.
2. We recommend that actions, such as the use of blanket purchase orders, to circumvent the competitive bidding process and / or the vendor qualification process established under professional services policies, be discontinued.

We recommend that requirements for use of subcontractors under professional service contracts be clarified by the Finance Department, and guidelines covering their usage issued.

3. We recommend that City Council and ITS adhere to the City's established procurement policies, which incorporate adequate safeguards into the procurement processes.
4. We recommend that all override fees payable to contractors be documented in the terms of professional service contracts, or in a contract amendment.
5. We recommend that subcontracting terms contained in all contracts be strictly enforced.

6. We recommend that the responsibilities of each party involved in projects be clearly defined when projects affect multiple City agencies.

We recommend that technical projects have oversight assigned to a project manager who is familiar with the type of project being undertaken, and who possesses the requisite skills to perform a meaningful assessment of the project.

7. We recommend that City Council follow established procurement policies and procedures to document all agreements with contractors. This includes developing written documents, which define the cost, the scope of the work to be performed, and the timeline for delivery of the work.

We recommend that additional work, incremental to the contracted scope and cost, be formally incorporated into existing contracts through contract amendments if such work is anticipated to exceed ten percent of the contract amount.

8. We recommend that City Council follow established City policies for handling special projects. This includes budget authorizations, approvals for budgetary changes, and approvals of invoices for services rendered.

We recommend that any major increases (over ten percent) to a previously approved project budget be presented to City Council for approval in advance of any additional work being authorized or undertaken.

We recommend to City Council, for significant projects, the establishment of procedures for periodic reporting of the status of project funding to City Council members.

Summary

- City Council continued to informally increase the amount of the “contract” with no understanding of the cost/benefit relationship and with total reliance on the vendor to provide a competitive product.
- ITS failed to provide sufficient oversight for the project.
- Advanced Systems Resources (ASR) severely overcharged the City for the product eventually developed. ASR failed to deliver products and services commensurate with the cost charged. A significant portion of the services in the original scope of services has not been delivered.
- Data Consulting Group, Inc. (DCG) charged five percent (5%) to manage the project, but provided no oversight of the project for the City, and added no value to the services received.
- A plan for maintenance and updating of the LWS going forward has not been implemented.

Conclusion

- The City should not pay any additional amounts to ASR based on their performance history.
- The City Council should utilize the RFP process before any additional work on or enhancements to the legislative web site are undertaken.

BACKGROUND

The legislative web site project (LWS) has had a long, complicated history commencing in 1995. The preliminary infrastructure and engineering for the City's Internet, intranet and web site services had been done by Vetri Systems Inc. (Vetri) and Ameritech prior to the commencement of the legislative web site project. Originally, the City Council selected Vetri to be the contractor for the legislative web site based on their work in developing the City's web site.

The City Council included \$124,500 in its budget for fiscal year 1996-1997 for Internet access and web site development. At the close of that fiscal year, \$81,563 remained unspent. By June 1997, Vetri had submitted a draft proposal to develop the LWS at a cost of \$163,000. City Council funded an additional \$150,000 for technology projects in the budget for fiscal year 1997-1998.

By mid-year 1998, it had been determined that Vetri would perform the technical and engineering work and that a subcontractor, Advanced Systems Resources Inc. (ASR), would perform the web development work. ASR was a company established by a former Vetri employee. Vetri's proposed contract #075587 with the City would serve as the umbrella for both parts of the work. Eventually, Vetri declined to use ASR as a subcontractor, and rejected the LWS project work. Efforts then began to have ASR become a direct contractor with the City for the web site.

Because it was believed that ASR would be unable to qualify as a direct contractor, the Information Technology Services Department (ITS) approached Data Consulting Group Inc. (DCG), which had existing blanket contracts for information technology services with the City, to determine whether they would accept ASR as a subcontractor.

On April 18, 2000, DCG addressed a letter to the ITS Manager of Contracts and Administration regarding the legislative web services. (See Appendix A) The letter and attached exhibits outlined the details of the engagement between DCG and the City for the web site. The exhibits are handwritten modifications of material originally associated with the Vetri proposal. The letter was accepted and agreed to by the ITS Manager of Contracts and Administration on April 20, 2000. Pertinent provisions of the agreement were:

| | |
|----------------------------|--|
| Date of letter agreement: | April 18, 2000 |
| Duration of service: | One year |
| Scope of services summary: | Design and create user web sites for eight City of Detroit offices: City Council, Fiscal Analysis Division, Research & Analysis Division, City Planning Commission, Historic Designation Advisory Board, City Clerk, Office of the Auditor General and Board of Zoning Appeals |
| Maximum amount: | \$126,000 (including \$98,175 for web services, \$6,000 for the DCG override (broker) fee and up to \$21,825 for reimbursable expenses) |

On April 21, 2000, DCG issued purchase order No. ASR-001 to ASR in the amount of \$120,000. The purchase order covered "Phase I Project User Web Services – the City of Detroit legislative web site." It provided for the following payment terms which were the same terms that had been included in the letter of understanding with the City: 20% of the total contract price was payable upon contract signing, 30% was payable upon the completion and approval of the development of the theme, content and navigation scheme of all pages and sub sites, 40% was payable upon the completion of the creation and publishing of the web pages and the balance after the project was completed and the total cost for Phase I was determined.

DCG and ITS agreed that DCG would pay ASR upon receipt of ASR's invoices. DCG would bill the City for the amounts paid to ASR plus a five percent (5%) fee.

On April 24, 2000 ASR billed DCG for \$18,400 as the initial payment under the purchase order. On April 30, 2000, DCG submitted its first invoice (#307329) for the LWS to the City in the amount of \$19,635. This represented the initial 20% of the amount that was due upon signing of the contract ($20\% \times \$98,175 = \$19,635$).

ASR continued to work on the LWS until November 2002. During this period of time, the project scope evolved. By the end of October 2002, ASR had billed DCG a total of \$1,386,331 and had been paid in full. In addition, ASR directly billed the City of Detroit \$198,049 in November 2002. ASR has therefore invoiced a total amount of \$1,584,380 for the LWS. Excluding the November invoices, the City has paid \$1,416,294, and has been billed an additional \$207,952 (\$198,049 plus 5% override fee) for a total of \$1,624,246.

During the seven years since the LWS was originally proposed, several different City employees were involved in the project. Some of the employees are no longer employed by the City or are no longer in the positions that originally involved them in this project. The turnover in people involved has complicated the process of gathering information.

PURPOSE, OBJECTIVES AND METHODOLOGY

Purpose and Objective

This report was prepared in response to a request by City Council to audit the contract for the development of the legislative web site (LWS). The objective of the Office of the Auditor General (OAG) was to determine the vendor's (ASR) compliance with the agreed upon scope of services and the process by which the services and disbursements were authorized. A further objective was to determine whether the contracted services were received and whether the value of those services was commensurate to the costs incurred.

Methodology

The OAG used the following procedures to conduct the investigation:

1. Examined contracts, invoices, reports prepared by the Research and Analysis Division (RAD), and various other related documents.
2. Conducted a series of interviews with representatives of City Council staff, RAD, ASR, DCG, and a web site development expert.
3. Reviewed copies of contracts, invoices and other documents from the Finance Department - Purchasing Division and ITS.
4. Reviewed several volumes of information provided by ASR.

Statement on Government Auditing Standards

We performed our procedures in accordance with generally accepted government auditing standards.

Issues Needing Further Study

Government Auditing Standard No. 7.45 specifies that audit reports should include a listing of any significant issues needing further study and consideration. In our opinion, based upon our observations and questions raised during the investigation of the LWS project, the issues listed below warrant further study:

- The use of blanket contracts to facilitate the employment of vendors as subcontractors who might not otherwise qualify as vendors;
- The use of subcontracting arrangements to avoid the competitive bidding process;
- The consistent enforcement of the requirement that contractors supervise and be responsible for the work of their subcontractors;
- The practice of employing contractors to act as brokers for services rather than engaging in a direct contracting process;
- The payment of contract overrides where no value is being added by the contractor.

FINDINGS AND RECOMMENDATIONS

Finding 1 – Competitive bids were not solicited when the legislative web site became an independent project.

The City Council selected Vetri to develop the legislative web site. As Vetri and Ameritech had already developed the City's web site, this additional work could be viewed as an extension or an amendment to their existing contract.

When Vetri declined to contract with the City to provide the legislative web site services, no RFP was issued. ASR, whose principal had been employed by Vetri on the City web site project, became the company chosen to develop the legislative web site.

Recommendation:

- We recommend that City Council use the RFP process to solicit bids for professional services. The RFP should include a detailed description of the services being sought, with bidders required to submit their proposals in equal detail.

Finding 2 – ITS circumvented the City's purchasing policy.

Because of concerns about ASR's ability to meet the qualifications to become a professional services provider, ITS awarded the LWS project to one of its approved vendors, DCG, under a blanket contract, with the understanding that the vendor would use ASR as the subcontractor to perform the LWS work. DCG requested a five percent (5%) override (broker) fee for allowing ASR to become its subcontractor and to bill ASR's services.

The terms of the agreement between the DCG and ITS for the LWS were established in a letter of understanding dated April 18, 2000, which incorporated Vetri's original scope document, payment terms and maximum contract amount for the work to be performed. (See Appendix A.) The letter of understanding was a deviation from the normal process, which requires a contract amendment with a statement of work product to define the work and scope that will be provided to the City.

The terms of the agreement between DCG and ASR, mirroring those in the letter of understanding, were established in a DCG purchase order for \$120,000 issued to ASR on April 21, 2000. (See Appendix A.)

Recommendations:

- We recommend that actions, such as the use of blanket purchase orders to circumvent the competitive bidding process and/or the vendor qualification process established under professional services policies, be discontinued.
- We recommend that requirements for use of subcontractors under professional service contracts be clarified by the Finance Department, and guidelines covering their usage issued.

Finding 3 – The subcontractor for the project was not clearly identified by the contractor.

The original DCG purchase order was issued to “ASR” with no further identification or address to specify whether Advanced Systems Resources, Inc., a Michigan corporation, or Advanced Systems Resources of Illinois, Inc., an Illinois corporation was the subcontractor.

The president of both Advanced Systems Resources, Inc. and Advanced Systems Resources of Illinois, Inc. uses “ASR” to identify both corporations which has added to the confusion as to which corporate entity was the subcontractor for the LWS project.

Failure to clearly identify the subcontracting party could have consequences if any remedial or legal action becomes necessary in connection with the LWS project.

Recommendation:

- We recommend that City Council and ITS adhere to the City’s established procurement policies, which incorporate adequate safeguards into the procurement processes.

Finding 4 – There is no written agreement detailing the payment of a five percent (5%) override fee to DCG for work performed by ASR on the LWS project.

The override fee, which appears to have been a “gentlemen’s agreement” to enable the ITS to circumvent the City’s procurement policy, has cost the City \$69,000, to date.

The payment of an override fee to a contractor for work done by a subcontractor, where no value is added by the contractor, and no additional services other than preparing invoices is provided, simply adds to the cost of a project without increasing the value of the goods or services received.

Recommendation:

- We recommend that all override fees payable to contractors be documented in the terms of professional service contracts or in a contract amendment.

Finding 5 – ITS never required the contractor to perform oversight of the subcontractor as established in their blanket contract.

The use of subcontractors, which is permitted under the contracts with DCG, makes the primary contractor responsible for the performance of all its subcontractors.

ITS never treated the arrangement between DCG and ASR as a true subcontract. The City simply used the arrangement to facilitate the use of a vendor that had not been approved under the normal qualification process to perform the work.

Recommendation:

- We recommend that subcontracting terms contained in all contracts be strictly enforced.

Finding 6 – Project management controls and responsibilities were never established for the project.

Although the project was performed under an ITS contract, funding was being provided by City Council. Both ITS and City Council shared responsibility for the LWS project.

Although ITS possessed the technical expertise to monitor the project, its role in the project was limited to ensuring that the LWS project was compatible with City systems.

City Council did not have a working relationship with DCG, the contractor for the project. As a consequence, City Council was not in a position to require DCG to review the work being performed and billed by the subcontractor, ASR.

Recommendations:

- We recommend that the responsibilities of each party involved in projects be clearly defined when projects affect multiple City agencies.
- We recommend that technical projects have oversight assigned to a project manager who is familiar with the type of project being undertaken, and who possesses the requisite skills to perform a meaningful assessment of the project.

Finding 7 – The project scope expanded significantly since its inception, with no change in the written agreement between the City and the vendors.

The letter of understanding between DCG and the City, dated April 18, 2000, used a scope of service and payment breakdown originally developed by Vetri for the project. A statement of work was not provided for this project.

The scope of services attached to the letter of understanding did not contain sufficient detail of the services to be provided or a timeline for the provision of the services.

During the period between the original request and the implementation of the web site, the City Council and other users requested or were offered additional features. Changes in technology also required additional work. However, as the scope of the project changed and grew, there was no process for formally evaluating or approving changes prior to the work being undertaken by ASR. Although the project extended from one year to over two years, the letter of understanding between ITS and DCG detailing the LWS project was never amended to include expansion of the scope and project duration.

ASR did provide us with subsequent scope of services statements. However, these statements are undated and do not show proof of acceptance by City Council or ITS.

On January 17, 2003, we compared the original scope of services and the existing web site. Approximately 40% of the items detailed in the original scope of work had not been completed. The result of that comparison is included as Appendix B to this report. However, many additional items beyond the original scope of services have been provided. A listing of those items is included as Appendix C.

Recommendations:

- We recommend that City Council follow established procurement policies and procedures to document all agreements with contractors. This includes developing written documents, which define the cost, the scope of the work to be performed, and the timeline for delivery of the work.
- We recommend that additional work, incremental to the contracted scope and cost, be formally incorporated into existing contracts through contract amendments if such work is anticipated to exceed ten percent of the contract amount.

Finding 8 – The cost of the project escalated from \$126,000 to \$1,624,246 resulting in significant overpayment for the product received.

The letter of understanding detailing the LWS project with DCG was never amended to include the increased costs, although project costs escalated from \$126,000 to over \$1.6 million.

Although the letter of understanding was dated April 18, 2000, ASR was projecting that project costs would exceed \$120,000 as early as May 2000.

Payments continued to be made and charged against the LWS account although the maximum amount specified in the letter of understanding was exceeded. No action was taken by City Council or ITS to amend the letter of understanding or to develop a contract to accommodate the increased project costs. Additions and changes to the scope of work were made without any apparent cost-benefit rationale, and without any cost estimates being provided by ASR in advance of the work being undertaken.

Neither of the two City Council staff members responsible for oversight was experienced in web design and implementation projects. Also, no one person was held accountable for tracking funds expended compared to budgeted amounts. Although the costs for the LWS project were contained on the DRMS system, they were charged to several different accounts.

As ASR continued to invoice the City, City Council continued to locate sources of funding. Funding for the LWS project was often provided through the transfer of funds from other budgeted items, such as City Council committee structure, to the technology account until fiscal year 2002-2003 when \$1.4 million was budgeted for technology projects.

A representative from the office of the City Council President received copies of the invoices prepared by ASR for submission to DCG and signed an approval form authorizing DCG to pay the invoices. A representative of ITS also received copies of the invoices and signed the payment approvals addressed to DCG.

ITS received the invoices from DCG and authorized their payment against the blanket contract between the City and DCG.

While City Council members were advised of budget transfers to cover project costs and of changes in the total cost of the project at various times, there was no formal reporting of project costs to City Council members or approval of the revised project costs.

Recommendations:

- We recommend that City Council follow established City policies for handling special projects. This includes budget authorizations, approvals for budgetary changes, and approvals of invoices for services rendered.
- We recommend that any major increases (over ten percent) to a previously approved project budget be presented to City Council for approval in advance of any additional work being authorized or undertaken.
- We recommend to City Council, for significant projects, the establishment of procedures for periodic reporting of the status of project funding to City Council members.

APPENDIX A

- Letter of understanding between ITS and DCG (7 pages)
- Purchase Order issued from DCG to ASR (2 pages)

719 Griswold
Suite 1700
Detroit, MI 48226
Phone: 313 983-8882
Fax 313 984-6083

**Data Consulting
Group, Inc.**

Fax

Wayne Wheeler *Liz Morris*

To: Elizabeth Morris From: ~~WAYNE L WHEELER~~

Fax: 313 224-2021 Date: April 20, 2000

Phone: 313 224-2916 Pages: 7

Re: Engagement Letter CC: [Click here and type name]

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments: Liz, Wendy would like to start on Monday, April 24. Upon being engaged, her proposal requires a 20% payment at contract signing which is scheduled for Monday. I am prepared to honor this requirement of up front money on Monday, if you will provide me with your concurrence on this and the other terms of payment that are delineated in the enclosed document. I will bill the City at each of the intervals that I am required to make payment to Advanced Systems Resources.

OK - with changes as noted.

Eli A Morris
4/20/2000 *WRW*

CC: Denise Martin Parker

DCG

Data Consulting Group

April 18, 2000

Ms. Elizabeth Morris, Manager
Contracts and Administration
Room 526 CAYMC
Detroit, MI 48226

Dear Ms. Morris:

SUBJECT: WEB SERVICES

This communication details the specifics of the engagement between Data Consulting Group, Inc. (DCG) and the City of Detroit for the provisioning of User Web sites on the existing City of Detroit web site.

Duration of Service:

One year

Scope of Services:

DCG and its subcontractor, Advanced Systems Resources, shall design and create User Webs for eight (8) City of Detroit offices as specified in Exhibit A, attached. Exhibit A also details all the services that shall be provided by DCG and Advance Systems Resources, the duties of the City of Detroit, and Reporting Considerations.

The budget for these services shall not exceed \$126,000, inclusive of reimbursable expenses which are defined in Exhibit A1, attached. Exhibit A1 also delineates the specific content that will be included with each web site.

Payment Schedule:

In order to assist the City of Detroit with creating a Web presence for the agencies listed in Exhibit A, Data Consulting Group, Inc. will accept an estimated total payment of \$98,175 as specified in the following schedule:

1. \$19,635 - 20% of the contract -- Payable at the time of contract signing
2. \$29,460 - 30% of the contract - Payable upon the completion and approval of the development of the theme, content, and navigational scheme of all pages and subsites.
3. \$39,270 - 40% of the contract - Payable upon the completion of the creation and publishing of the web pages described in Exhibit A
4. Payment for services that equal the balance of any payments owed after the actual total cost for Phase I is determined.

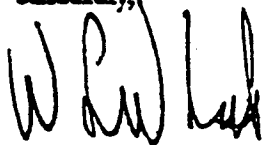
April 19, 2000

5. The City of Detroit will reimburse DCG and its subcontractor, Advanced Systems Resources, for approved reimbursable expenses on an on-going basis as those expenses are submitted to the City of Detroit.

Payment will be required within thirty (30) days of submission of invoice.

Please sign below to indicate your concurrence with the terms of this engagement letter.

Sincerely,



Wayne L. Wheeler, President
Data Consulting Group, Inc.

Enclosures - Exhibit A
Exhibit A1

Agreed to by: _____



Elizabeth Morris, Manager - ITS Contracts and Administration

EXHIBIT A1

Scope of Services
Phase I Project User Web Services
~~Ketri Systems, Inc~~ *Advanced Systems* *Sub-Team*

Sub-Am
Phase I Project Budget shall not exceed: \$120,000, inclusive of reimbursable expenses. Reimbursable expenses shall be the actual cost incurred by the Contractor for expenses advanced on behalf of the City in connection with the services performed by the Contractor.

Sub-Am
Reimbursable expenses may include, but are not limited to:

1. Photocopying costs, not to exceed \$.35 per page
2. Costs for postage
3. Special/ overnight mailing services and courier services
4. Long distance phone calls
5. Actual travel expenses
6. Travel on behalf of the customer that is in excess of seventy-five (75) miles one way, outside of the corporate limits of the City
7. Lodging and meals when authorized in advance, in writing by the City Council's Project Leader or his designee
8. Meals shall be reimbursed on a per diem basis, as prescribed by City of Detroit procedures, or the actual aggregate costs for three meals per day, whichever is lowest
9. Airline travel shall be reimbursed on the basis of the lowest air fare reasonably available under the circumstances at the time travel is required;
10. Any other expenses which are approved in advance and in writing by the City Council's Project Leader or his designee.

Each of the nine Council members User Webs will have content under any or all of the following categories:

1. Splash Page
2. What's New
3. Councilperson Biographical Page
4. General Office Directory & Information
5. Announcements & Schedule
6. Press Releases & Statements
7. Task Forces
8. Newsletter Online
9. E-mail Contact
10. Survey & Complaint Pages
11. Creation of Custom Style Sheets or Templates upon request and consultation
12. Future Database requirements will be documented, designed and coded.

The Fiscal Analysis Division of City Council will have content under any or all of the following categories:

1. Splash Page
2. What's New
3. General Mission Statement & Activities
4. General Office Directory & Information
5. Reports to City Council
6. E-Mail Contact
7. Future Database requirements will be documented, designed and coded

The Research & Analysis Division of City Council will have content under any or all of the following categories:

1. Splash Page
2. What's New
3. Director Bio / Staff Bio
4. General Office Directory & Information
5. Legislative Media Center
6. Announcements & Schedule
7. Task Forces & Monitoring Committees
8. Reports
9. Ordinances & Resolutions
10. E-Mail Contact
11. Design Audio/ Video clip capabilities for Council Reports Programming
12. Design pages for Neighborhood Resource Guide
13. Future Database requirements will be documented, designed and coded

The City Planning Commission of City Council will have content under any or all of the following categories:

1. Splash Page
2. What's New
3. Commissioner & Director Biographical Information
4. Re-zoning Fee Schedule
5. Land Use & Zoning Primer
6. General Office Directory & Information
7. Announcements & Schedule of Events
8. Neighborhood Opportunity Fund, Community Development Block Grant etc.
9. Press Releases
10. Reports & Ordinances
11. E-Mail Contact
12. Web Searchable indexes to be developed for the following:
 - A. City Planning Commission Meeting Agendas
 - B. City Planning Commission Meeting Minutes
 - C. City Planning Commission Meeting Schedule

- D. Citizen Review Committee Minutes
- E. Citizen Review Committee Recommendations
- 13. Future Database requirements will be documented, designed and costed

The Historic Designation Advisory Board of City Council will have content under any or all of the following categories:

- 1. Splash Page
- 2. What's New
- 3. Board Members & Director Biographical Information
- 4. Schedule of Meeting
- 5. General Office Directory & Information
- 6. Announcements & Schedule of Events
- 7. Press Releases
- 8. Hearing & Ordinances
- 9. E-Mail Contact
- 10. Web Searchable indexes to be developed for the following:
 - A. Historic Advisory Staff Preliminary & Final Reports
 - B. Historic Advisory Board Meeting Agendas
 - C. Historic Advisory Board Meeting Minutes
- 11. Future Database requirements will be documented, designed and costed

The office of the City Clerk's content will consist of:

- 1. What's New
- 2. City Clerk Biographical Page
- 3. General Office Directory & Information
- 4. Announcements & Schedule
- 5. Press Releases & Statements
- 6. Newsletter Online
- 7. E-mail Contact
- 8. Survey & Complaint System Pages
- 9. Web Searchable indexes to be developed for the following:
 - A. Daily Calendars of meeting of City Council
 - B. Notices of Special Session, Adjourned Session and Closed Sessions
 - C. Advance Calendar of upcoming Hearing and Discussion.
 - D. Minutes resulting from the meetings of City Council
 - E. Election Commission Agendas
 - F. Election Commission Minutes
- 10. Future Database requirements will be documented, designed and costed

The office of the Auditor General's content will consist of:

- 1. What's New
- 2. Auditor General Biographical Page
- 3. General Office Directory & Information

4. Reports & Announcements
5. Press Releases
6. E-mail Contact

The Board of Zoning Appeals content will consist of:

1. What's New
2. Board Member & Director Biographical Page
3. General Office Directory & Information
4. Fee Schedule & Yearly Calendar
5. Zoning Board Rules and Zoning Primer
6. Press Releases
7. E-mail Contact
8. Web Searchable indexes to be developed for the following:
 - A. Board of Zoning Appeals Agendas.
 - B. Board of Minutes
 - C. Board of Zoning Appeals - Decisions & Grants with Conditions
9. Future Database requirements will be documented, designed and coded

The Contract shall deliver web pages that are free from viruses, and any software, and /or programming developed shall be year 2000 compliant.

The Contractor will develop one theme and navigational scheme, which will be consistent throughout the site to facilitate the use of the entire web and sub-sites. The City will approve the theme, layout and navigation of the site before the web pages are created and published.

The contractor shall deliver validated web pages to ensure all HTML tags are in the appropriate contexts, and that tags are closed properly for error free viewing under Netscape & Internet Explorer. Where frames are used in the web site, the contractor shall create programming that allows the viewer to print the main content frame as opposed to the banner or sidebar frames.

Contractor shall provide support for non-frame browsers with alternative text for graphics.

The contractor shall perform minor updates and changes to the web pages and databases for six months after site launch. These services shall be performed by the Contractor as a subsequent phase to this project and shall be the subject of a subsequent written agreement.

Updating Additional updating and maintenance of the web pages after six months will be handled internally by the individual offices with technical support from the City Of Detroit Information Technology Services Department. Department or with assistance of the Contractor as requested and specified by ITS. Compensation for these services will be the subject of a subsequent written agreement.



Data Consulting Group, Inc.

719 Griswold, Suite 1700
Detroit, MI 48226
313 963-7771 fax 313 964-8063

Purchase Order No. ASR-001

PURCHASE ORDER

Vendor

Name Advance Systems Resources

Address _____

City _____ St _____ ZIP _____

Phone _____

Customer

Name Data Consulting Group, Inc.

Address 719 Griswold, Suite 1700

City Detroit St MI ZIP 48226

Phone 313 963-7771

| Qty | Units | Description | Unit Price | TOTAL |
|-----|-------|---|-------------|-------------|
| | | Phase I Project User Web Service The City of Detroit Legislative Website Details of each of the contract elements listed below are found in Exhibit B - Payment Schedule - submitted by Advance Systems Resources | | |
| 1 | | 20% of Total Contract, Payable upon Contract Signing | \$18,700.00 | \$18,700.00 |
| 1 | | 30% of Total Contract Amount | \$28,050.00 | \$28,050.00 |
| 1 | | 40% of Total Contract Amount | \$37,400.00 | \$37,400.00 |
| 1 | | Balance of any payments after initial total cost for Phase I is determined (approximate amount) | \$9,350.00 | \$9,350.00 |
| 1 | | Reimbursable Expenses (estimated amount) | \$28,500.00 | \$28,500.00 |
| | | It is the responsibility of Advance Systems Resources to obtain written approval/sign-off from the City of Detroit prior to submitting an invoice for any of the contractual elements listed above including the reimbursable expenses. | | |
| | | Total Contract not to exceed \$120,000 | | |

Payment Details

☒ Check
☐ Cash
☐ Account No.
☐ Credit Card

Name _____

CC # _____

Exp Date _____

| | |
|---------------|--------------|
| SubTotal | \$120,000.00 |
| Taxes - State | |
| TOTAL | \$120,000.00 |

Shipping Date _____

Approval _____

Date 4/21/00

Order No. _____

Sales Rep _____

Ship Via _____

Notes/Remarks _____

EXHIBIT B
Payment Schedule
Phase I User Web Services
Vetri Systems, Inc

In order to assist the City of Detroit in creating a Web presence for the agencies mentioned above; *Contractor*, Vetri Systems, Inc. and *Subcontractor*, Advanced Systems Resources, will accept payment from the City of Detroit for Web Services provided using the following schedule for the web pages under development and based on the cost structure in Exhibit B1:

1. The City of Detroit will pay *Contractor*, Vetri Systems, Inc. and *Subcontractor*, Advanced Systems Resources payments for Web Services of twenty (20) percent of the Total Estimated Cost from Exhibit B1 to create the web sites described in Exhibit A at the time of contract signing.
2. The City of Detroit will pay *Contractor*, Vetri Systems, Inc. and *Subcontractor*, Advanced Systems Resources payments for Web Services of thirty (30) percent of the Total Estimated Cost from Exhibit B1 upon the completion and approval of the development of the theme, content and navigational scheme of all pages and sub-sites described in Exhibit A.
3. The City of Detroit will pay *Contractor*, Vetri Systems, Inc. and *Subcontractor*, Advanced Systems Resources payments for Web Services of forty (40) percent of the Total Estimated Cost from Exhibit B1 upon the completion of the creation and publishing of the web pages described in Exhibit A.
4. The City of Detroit will pay *Contractor*, Vetri Systems, Inc. and *Subcontractor*, Advanced Systems Resources payments for Web Services that equal the balance of any payments owed after the Actual Total Cost for Phase I is determined. The Actual Total Cost for Phase I will be determined using the Exhibit B1 Pricing Schedule and the actual pages created during Phase I.

The City of Detroit will reimburse the *Contractor* Vetri Systems, and the *Subcontractor*, Advanced Systems Resources for approved reimbursable expenses on an on-going basis as those expenses are submitted to the City of Detroit.

APPENDIX B

- Comparison of original scope of services deliverables with current LWS pages

COMPARISON OF SCOPE OF SERVICES WITH LWS DELIVERABLES AS OF JANUARY 17, 2003

We compared elements of the current legislative web site to the items contained in the scope of services incorporated into the letter of understanding between ITS and DCG.

The comparison chart below lists each item from the scope of services document with an indication whether that item contains content on the LWS (yes or no) or that delivery of the item cannot be determined by viewing the site (**). Most of the undelivered items involve building searchable indexes. Our web site expert indicated that these items would be the most time consuming to develop and made up approximately 40% of the work effort in the original project scope.

| <u>Original Scope of Service Deliverables</u> | <u>Delivered</u> |
|---|------------------|
| City Council and City Council Members | |
| Web page for each Council Member which included splash page, biographical information, office directory, announcements and news, press releases, task force information, on-line newsletter, e-mail contact, survey and complaint forms | Yes |
| Creation of custom style sheets or templates upon request | Yes |
| Documentation of future data base requirements | ** |
| Fiscal Analysis Division | |
| Web page including mission statement, general information, current news, and office directory | Yes |
| Reports to City Council | Yes |
| Documentation of future data base requirements | ** |
| Research & Analysis Division | |
| Web page which included splash page, current news, biographical information, office directory, news and e-mail contact | Yes |
| Legislative Media Center | No |
| Announcements and schedule | Yes |
| Task forces and monitoring commission | Yes |
| Reports | Yes |
| Ordinances and resolution | Yes |
| Design audio/video clip capabilities for Council reports programming . . | No |
| Design pages for Neighborhood Resource Guide | Yes |
| Documentation, design and costing of future data base requirements . . | ** |

APPENDIX B

| Original Scope of Service Deliverables Continued | Delivered |
|--|------------------|
| City Planning Commission | |
| Web page including splash page, news, biographical information and office directory, | Yes |
| Rezoning fee schedule. | No |
| Land use and zoning primer. | Yes |
| Announcements and schedule of events. | Yes |
| Neighborhood Opportunity Fund, Community Block Grant | Yes |
| Press releases. | No |
| Reports. | No |
| Ordinances. | Yes |
| Web searchable indexes for: | |
| City Planning Commission meeting agendas | No |
| City Planning Commission meeting minutes | No |
| City Planning Commission meeting schedule | No |
| Citizen Review Committee minutes | No |
| Citizen Review Committee recommendations | No |
| Documentation, design and costing of future data base requirements | ** |
| Historic Designation Advisory Board | |
| Web page including splash page, news, biographical information and office directory | Yes |
| Press releases | No |
| Hearings and ordinances | No |
| Web searchable indexes to be developed for: | |
| Historic District Advisory Board staff preliminary and final reports . . . | No |
| Historic District Advisory Board meeting agendas | No |
| Historic District Advisory Board meeting minutes | No |
| Documentation, design and costing of future data base requirements . . | ** |
| City Clerk | |
| Web page including splash page, biographical information, office directory, announcements and news, press releases, on-line newsletter, e-mail contact, survey and complaint forms | Yes |
| Survey and complaint pages | Yes |
| Web searchable indexes to be developed for: | |
| Daily calendars of meeting of City Council | No |
| Notices of special, adjourned and special session | No |
| Advance calendar of upcoming hearings and discussions | No |
| Minutes resulting from meeting of City Council | No |
| Election Commission agendas | No |
| Election commission minutes | No |
| Documentation, design and costing of future data base requirements . . | ** |
| Office of the Auditor General | |
| Web page including splash page, biographical information, office directory, announcements, reports, and e-mail contact, | Yes |
| Press releases | No |

APPENDIX B

| Original Scope of Service Deliverables Continued | Delivered |
|---|------------------|
| Board of Zoning Appeals | |
| Web page including splash page, biographical information, office directory, announcements and e-mail contact, | Yes |
| Fee schedule and yearly calendar | Yes |
| Zoning Board rules and zoning primer | Yes |
| Press releases | No |
| Web searchable indexes to be developed for: | |
| Board of Zoning Appeals Agendas | No |
| Board of Zoning Appeals minutes | No |
| Board of Zoning Appeals – decisions and grants with conditions | No |
| Documentation, design and costing of future data base requirements | ** |
| OTHER | |
| Year 2000 compliant | Yes |
| Develop one theme and navigational scheme | Yes |
| Alternative text for graphics | Yes |
| Perform minor updates and changes for six months after launch | Yes |

APPENDIX C

- LWS deliverables beyond the original scope of services

DELIVERABLES IN ADDITION TO THE SCOPE OF SERVICES AS OF JANUARY 17, 2003

The following items, listed by agency, were not included in the original scope of services but can be found on the LWS. The addition of these items to the project contributed to the cost of the LWS. Project invoices do not contain sufficient detail to compute the cost for providing these additional items or to calculate their overall impact on the total project cost.

City Council and City Council Members

- Ordinances sponsored
- Resolutions
- Links to text of ordinances and resolutions
- Awards with link to Mayor's office
- Frequently asked questions
- Legislative web site search engine
- Site map
- Help desk page
- Currently before Council pages
- Petitioning City Council
- Resource Center with Neighborhood Resource Guide, legislative telephone listings searchable by first name, last name or City department and links eleven directories to 110 web sites of governmental and other sites of public interest
- Charter mandated functions
- Rules of City Council
- "Welcome to Detroit" song
- More about the City Council
- Council session videotaping
- Calendars

Fiscal Analysis Division

- Calendar
- Newsletter
- Annual budget report

Research & Analysis Division

- Projects and surveys
- Calendar

City Planning Commission

- Charter mandated functions and powers
- Calendar
- Link to Municode searchable site
- Drafts of zoning ordinances
- Rezoning request form

Historic Designation Advisory Board

Explanation of state and federal designation with link to the State of Michigan
Historic Preservation Office
Designated historic districts and properties
Designations under study
Newsletter
Calendar

City Clerk's Office

Charter mandated functions
Election Commission page
Link to Optech Eagle page
Link to Publius site
Charter functions of the Election Commission
Office directory for the Election Commission
Link Department of Elections site on City of Detroit web site
Citizens Information and Ordinance Division with links to the Detroit Charter, the
Detroit Municipal Code, the Detroit Zoning Codes, Wayne County Track
Index, Michigan Compiled laws and Detroit Building Code
Frequently accessed telephone numbers
City-wide telephone directory
Wayne County telephone directory
Citizen Radio Patrol page
Voter information page

Office of the Auditor General

Charter mandated functions
Mission statement

Board of Zoning Appeals

Ombudsman

Web site
Frequently asked questions
Quick facts
Complaint procedure explained
Research reports
Links to related web sites
Staff biographies
Ombudsman biography
Charter mandated functions and powers
Mission statement
Confidentiality policy statement
Goals
How to file a complaint
Calendar

Property Assessment Board of Review

Web site
Mission
How to appeal your tax assessment
Meeting dates
Link to State Tax Tribunal
City of Detroit tax rate
Office directory
About the Board
Board members
Board rules and procedures
Assessors review appeal form
Hardship Committee
Hardship Committee – request for application form
Calendar